



Cisco

500-442 Exam

Administering Cisco Contact Center Enterprise

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Version: 4.2

Question: 1

What are the two main features of the Cisco VVB? (Choose two.)

- A. provides multilingual support for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- B. allows an agent to retrieve the required information through voice commands without interacting with a customer
- C. supports only one language for Cisco VVB server prompts for Automated Speech Recognition (ASR) and Text-To-Speech (TTS) capabilities
- D. provides a more comprehensive and effective agent service by efficiently handling call traffic with self-service or fast transfer to the correct customer the first time
- E. allows customers to retrieve the required information through voice commands without interacting with an agent

Answer: AE

Explanation:

Cisco Virtualized Voice Browser (VVB) is designed to facilitate concurrent multimedia communication processing. Cisco VVB has the following features: • Facilitates self-service options such as access to check account information or user-directed call routing by processing user commands through touchtone input or speech-recognition technologies. • Allows customers to retrieve the required information through voice commands without interacting with an agent, to navigate to the correct department, or to get help from an agent. • Provides multilingual support for Cisco VVB server prompts for automated speech recognition (ASR) and text-to-speech (TTS) capabilities. • Provides more comprehensive and effective customer service by efficiently handling call traffic with self-service or fast transfer to the correct agent the first time.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/cisco_vvb/vvb11_6/configuration/guide/cvzb_b_ciscovvb-administration-and-configuration-guide/cvzb_b_ciscovvb-administration-and-configuration-guide_chapter_01.pdf

Question: 2

Which two CCE configuration objects can be configured from the Web Administration tool? (Choose two.)

- A. Dialed Numbers
- B. Agents
- C. Routing Scripts

- D. Administrative Scripts
- E. Deleted Objects

Answer: AC

Explanation:

Question: 3

How can the Extension Mobility feature be described?

- A. As part of the configuration, the Device profile needs to be created in CCE and associate each Device Profile with the appropriate Agent.
- B. As part of the configuration, both device profiles and phones need to be added to the pg user account.
- C. The Cisco Unified CM feature that allows Agents to temporarily access their Cisco Unified IP Phone configuration, such as line appearances, services, and speed dials, from other Unified IP Phones.
- D. The Extension Mobility Cross Cluster works on phones that are located in the same Unified CM cluster.

Answer: C

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_5_2/ccmfeat/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_1052/CUCM_BK_C3A84B33_00_cucm-feature-configuration-guide_chapter_011101

Question: 4

Which VVB CLI command can set an individual media file to an expired state?

- A. set VVB cache stale_cache_entries
- B. show set VVB cache stale_cache_entry <cache_entry_url>
- C. Outils VVB cache stale_cache_entry <cache_entry_url>
- D. set VVB cache stale_cache_entry <cache_entry_url>

Answer: A

Explanation:

Question: 5

Which two key tasks must be completed in ICM to enable basic agent functionality in a CCE deployment? (Choose two.)

- A. configure Skill groups and Skill targets
- B. configure Agent Desk Settings
- C. configure Route teams and Skill targets
- D. configure Agent Route Groups
- E. configure the Administrators

Answer: AD

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